



## PRIVACY POLICY

Narrative is GDPR compliant.

In this document, we refer to two kinds of customers. One is the service provider or consultant who orders assessments through the Narrative Dashboard. The other is the end user who completes the assessment and receives a report.

Interested parties are provided the opportunity to sign up to receive e-learning modules, white papers and other information. This involves a third party service, LinkedHR.com. See SECTION 5, THIRD PARTY SERVICES.

### SECTION 1 - WHAT DO WE DO WITH YOUR INFORMATION?

**Service Providers** - When you register to become a service provider for Narrative, we ask for personal information such as name, phone number, organization and email address, as well as qualification questions. We then provide you with a login id and password. We store this information until you close your account. At which time, we will de-identify your data (see description of de-identify below).

**Service Providers** - When you browse our dashboard, we also automatically receive your computer's internet protocol (IP) address in order to provide us with information that helps us learn about your browser, although this information is not stored nor used for tracking.

**End Users** - When you complete an assessment, as part of the process, we collect your personal information given to us such as name and email address, some demographic data (optional), as well as answers to questions about your behavior. These behavior questions are categorized as dealing with Resilience, Extraversion, Openness, Agreeableness and Conscientiousness. We ask these questions in order to develop and provide a report summarizing the information. We store this information until you ask us to modify or delete it and/or the service provider associated with your data closes their account.

**End Users** - We may use data and information about an end user that has been "de-identified" (data from which your name or any personally identifying information has been removed, or the data has been combined with other people's data in such a way that it is no longer associated with you) for any purpose — it is no longer Personal Information.

### SECTION 2 - CONSENT

How do you get my consent?

**Service Providers** - When you provide us with personal information to register as a service provider, you consent to our collecting it and using it for that specific reason only.

**End Users** - When you provide us with personal information to complete an assessment, we ask for your consent prior to allowing you to submit the data.

How do I withdraw my consent?

If, after you opt-in, you change your mind, you may:

- withdraw your consent for us to contact you, for the continued storage, collection, use or disclosure of your information, at any time, by contacting us at [info@aboutnarrative.com](mailto:info@aboutnarrative.com) or mailing us at: Narrative 1244 East Blvd, Charlotte, NC, 28203, United States
- ask us to modify your information, at any time, by contacting us at [info@aboutnarrative.com](mailto:info@aboutnarrative.com) or mailing us at: Narrative 1244 East Blvd, Charlotte, NC, 28203, United States.

### SECTION 3 - DISCLOSURE

Both Service Providers and End Users - We may disclose your personal information if we are required by law to do so or if you violate our Terms of Service.

End Users - We do not release your Identifiable Personal Information to anyone other than you and the Service Provider working with you without asking for and receiving your explicit consent to do so, unless as required by law.

End Users - If someone, including a parent or Service Provider, has purchased the Services for you and you accept the Service, we share status updates with them to indicate your progress, and make data available to them including your assessment results and other data you provide to or receive from our Services.

### SECTION 4 - NARRATIVE TECHNOLOGY

Our dashboard is hosted on servers from Red Wolf Technologies, LLC (IT company with server). The servers are located in Asheville, North Carolina, United States. They provide us with the platform that allows us to provide our products and services to you.

Data is stored through Red Wolf Technologies' data storage, databases and the general Narrative application. They store your data on a secure server behind a firewall.

### SECTION 5 - THIRD-PARTY SERVICES

In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, third-party service providers, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions.

For these providers, we recommend that you read their privacy policies, so you can understand the manner in which your personal information will be handled by these providers.

In particular, remember that certain providers may be located in or have facilities that are located in a different jurisdiction than either you or us. So, if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.

Jotform (questionnaire software company) is the main third-party service provider that we use besides Red Wolf Technologies, LLC (IT company with server). Jotform and Red Wolf Technologies are fully GDPR complaint.

LinkedHR.com is a third-party that Narrative uses to market our products and services. If you opt to submit your name, email address, company and position in a signup form for e-learning modules, white papers, etc., then we provide LinkedHR.com with this information.

## SECTION 6 - SECURITY

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

## COOKIES

Here is a list of cookies that we use that are internal to our systems. There are no tracking cookies used.

\_session\_id, unique token, sessional, allows Narrative to store information about your session (referrer, landing page, etc).

## SECTION 7 - AGE OF CONSENT

By using this site, you represent that you are at least 18 years of age or that your parent or legal guardian has given us their consent to allow you to use this site.

## SECTION 8 - CHANGES TO THIS PRIVACY POLICY

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Service Providers - If our company is acquired or merged with another company, we will inform you prior to the merger and you have the right to deny any information transfer to the new owners. We will require written notice of consent prior to merging.

Service Providers - If our company chooses to change IT providers, we will inform you prior to the change and you have the right to deny any information transfer to the new provider. We will require written notice of consent prior to changing IT companies.

## ACCOUNT CLOSURE, QUESTIONS AND CONTACT INFORMATION

For Service Providers and End Users:

At your written request, we will remove Identifiable Personal Information from your account. If you no longer wish to receive our Services, you may close your account by sending a request to [info@aboutnarrative.com](mailto:info@aboutnarrative.com). When closing an account, we remove all Identifiable Personal Information

from your account (or profile). We may continue to use de-identified Personal Information after you close your account for any lawful purpose.

If you would like to: access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information, contact our Privacy Compliance Officer at [info@aboutnarrative.com](mailto:info@aboutnarrative.com) or by mail at:

Narrative  
Re: Privacy Compliance Officer  
1244 East Blvd  
Charlotte, NC, 28203  
United States